



# ***FHA Catalyst:*** **Property** **Valuation** **Module**

**Electronic Appraisal**  
**Delivery**

**Lender**

**Administrator Guide**

**U.S. Department of Housing and Urban Development**

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## Document History

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## 1. *FHA Catalyst* System Overview

*FHA Catalyst* is a new technology platform that will build trust through reliable and accurate data, facilitating modern systems for the FHA program participant community. It is a web-based secure medium that contains functionality to accept and process the electronic submission of case binders, allow mortgagees to provide FHA with appraisals conducted on their loans and allow submission of claims in the single-family forward mortgage insurance program, enabling a streamlined process for mortgage lenders, servicers, and FHA.

This document has been developed to provide Mortgagees with guidance on how to provide appraisals utilizing the Property Valuation module. Please refer to the Single-Family Housing Policy Handbook 4000.1 for in-depth information on FHA policy, the Property Acceptability Criteria for FHA mortgage insurance, which include Minimum Property Requirements (MPR) and Minimum Property Standards (MPS), and include by reference, associated rules, and regulations.

### 1.1 Navigating the *FHA Catalyst*: Property Valuation Module User Guide

The *FHA Catalyst* Property Valuation module allows Mortgagees and their approved third parties to provide FHA with the XML version of appraisals conducted for their loans. FHA needs these appraisals to assess whether the property is eligible for FHA insurance.

**Note:** The *FHA Catalyst* Property Valuation module currently accepts the following form types for Single Family Forward submissions.

- Uniform Residential Appraisal Report (FNMA 1004 / FRE 70)
- Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465)
- Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B)
- Small Residential Income Property Appraisal Report (FNMA 1025 / FRE 72)
- Appraisal Update and/or Completion Report (FNMA 1004D / FRE 442)

All form submissions must adhere to the [Appraisal Report and Data Delivery Guide](#).

The table of contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to that section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.

This guide features step-by-step instructions to complete tasks in the Property Valuation Module, utilizing numbered lists, bullets, and screenshots.






## Step-by-Step Instructions

1. Instructions describing how to complete tasks appear in lists.
2. Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
3. These instructions will describe how to complete processes using screenshots.
4. Screenshots may also include boxes, lines, and labels to show which part of the screen is important.

## 1.2 Understanding the Icons

This user guide features icons to alert users to important information, especially during step-by-step instructions. This guide uses the following icons:

-  Contains supplementary information about actions that lenders take in the Appraisal Module.
-  Contains cautionary information about actions; usually a clarifying statement to assist a user with execution.
-  Indicates highly important information that is critical to an action.

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## 2. Navigating *FHA Catalyst* Portal

This section provides Lender Users and Third-Party Service Provider users an overview on how to navigate the *FHA Catalyst* Electronic Appraisal Delivery application. Each screen is tailored for a specific business function which the Lender will need to understand to properly utilize the application.

The *FHA Catalyst* Electronic Appraisal Delivery Portal login page is where users will need to access the *FHA Catalyst* Electronic Appraisal Delivery application.

### 2.1 New User Access Request

1. Complete and email the Mortgagee User Access Request from to [answers@hud.gov](mailto:answers@hud.gov)
2. Upon successful setup of your username in *FHA Catalyst*, you will receive an email from [FHACatalyst@hud.gov](mailto:FHACatalyst@hud.gov) (HUD-modernization-form) along with your username.
3. Check your email from [FHACatalyst@hud.gov](mailto:FHACatalyst@hud.gov) for a welcome link and your username.
4. Upon selecting the welcome link, you will be directed to the login page.

**i** Please use **Google Chrome** or **Microsoft Edge** to access *FHA Catalyst*. Other browsers are not fully supported and may cause loss of functionality.

### 2.2 Logging In

1. Navigate to <https://fha-gateway.force.com/hudpdeform/s/login/>
2. Enter your username and password, and then select **Login**.

A screenshot of the FHA Catalyst login screen. At the top is the U.S. Department of Housing and Urban Development logo, followed by the FHA logo. Below these are two input fields: "Username" and "Password". A blue box with the text "Select to login" is positioned over the "Username" field, with a blue arrow pointing down to the "Login" button. The "Login" button is a blue rectangle with white text, outlined in red. Below the "Login" button is a link that says "Forgot your password?".

Figure 1: Appraisals Portal Login Screen





## 2.3 Resetting Your Password

1. If you forgot your password, select **Forgot Your Password?**

The screenshot shows the login page for the U.S. Department of Housing and Urban Development. At the top center is the department's seal. Below it is the FHA logo. The login form includes fields for 'Username' and 'Password', a 'Remember Me' checkbox, and a blue 'Login' button. A callout box with the text 'Select to navigate to password reset screen' has a blue arrow pointing to a red-bordered link labeled 'Forgot Password' located below the password field.

Figure 2: Forgot Your Password?

2. Enter your username, then select **Reset Password** to reset your password. Password reset instructions will be sent to the email address associated with your account.



The screenshot shows the 'PASSWORD RESET' screen. The heading 'PASSWORD RESET' is centered, followed by the text: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' Below this is a text input field with a user icon and the placeholder text 'Username'. A large blue button labeled 'Reset Password' is highlighted with a red border. A callout box with the text 'Select to reset password' has a blue arrow pointing to this button. A smaller 'Cancel' link is visible below the 'Reset Password' button.

Figure 3: Reset Password

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### 3. Navigating the Appraisal Module

-  After logging in, you will be directed to the *FHA Catalyst* Home Page.
-  Note: Depending on the access provided, you may have access to multiple applications with *FHA Catalyst*. If you have access to multiple application, you will see multiple icons.

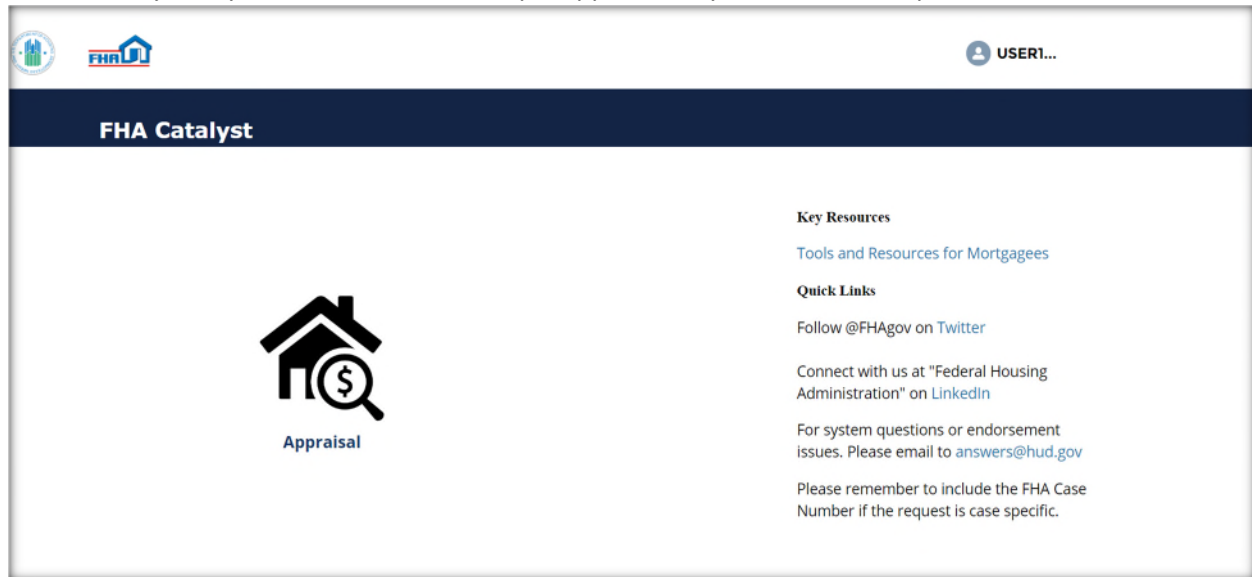


Figure 4: FHA Catalyst Landing Page

- The ***FHA Catalyst* Landing Page** will display the selectable Appraisal icon to access the Appraisal Application. User will need to select the icon to open the Electronic Appraisal Delivery application.
- The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
- **Key Resources** and **Quick Links** sections provide the user with additional information and access to HUD FAQs and Troubleshooting assistance.

#### 3.1 Appraisal Homepage

-  To navigate to the *FHA Catalyst* Appraisal application, select the **Appraisal** icon.

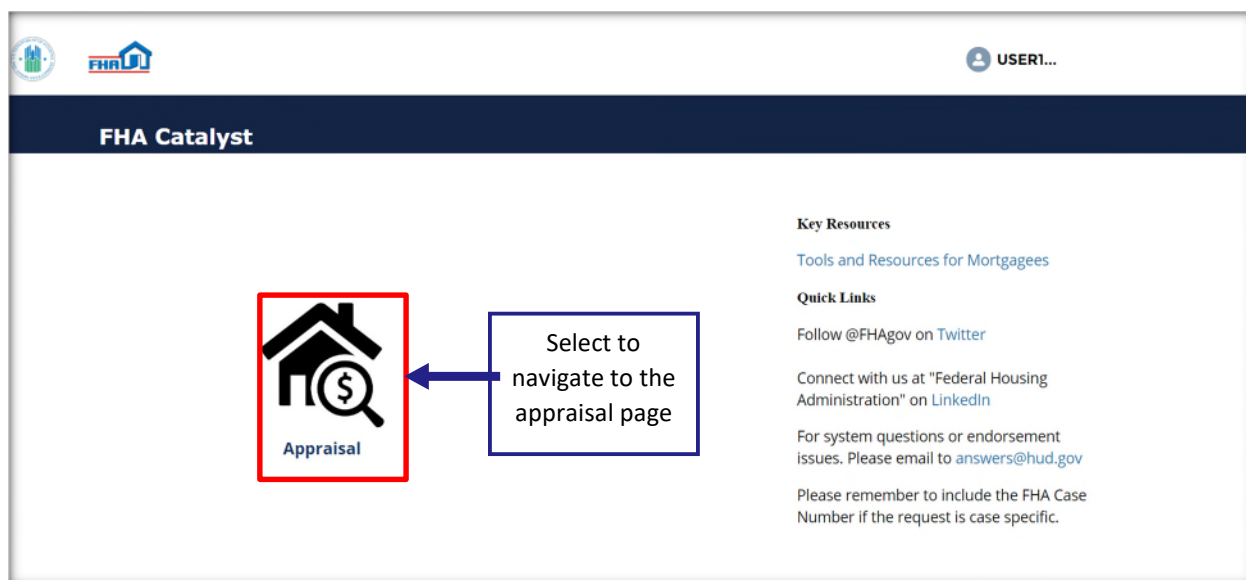


Figure 5: FHA Catalyst Landing Page



- i** From there, you will navigate to the **Appraisal** Homepage. The Homepage contains the appraisal dashboard.

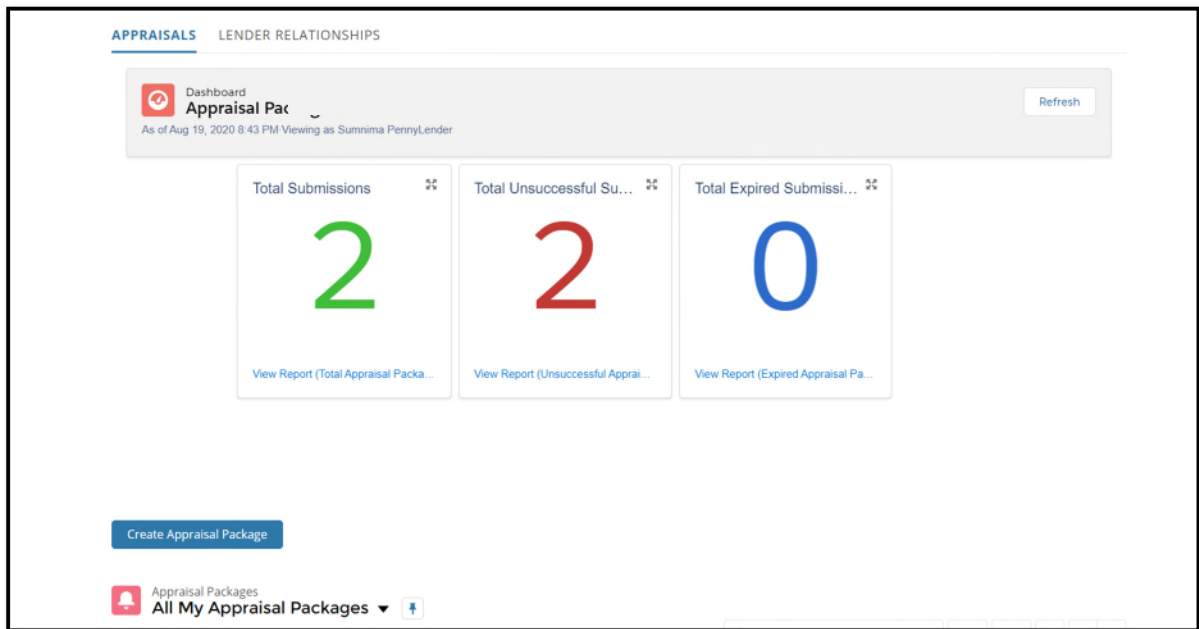


Figure 6: Appraisal Homepage

- i** The **Appraisal Dashboard** is displayed on the top center of the page where it shows the following:
- **Total Submissions** counts all submissions in the last 30 days by the user.
  - **Total Unsuccessful submissions** count total number of appraisal packages with Virus Scan failed status, connection error, unsuccessful, and expired status.
  - **Total Expired submissions** contain appraisals which are older than 120 days old and expired. These appraisals will require a new appraisal if they were not properly updated before completing the FHAC Appraisal Logging functions.

**Note:** Currently Expired Submission is **not** supported by the *FHA Catalyst*.

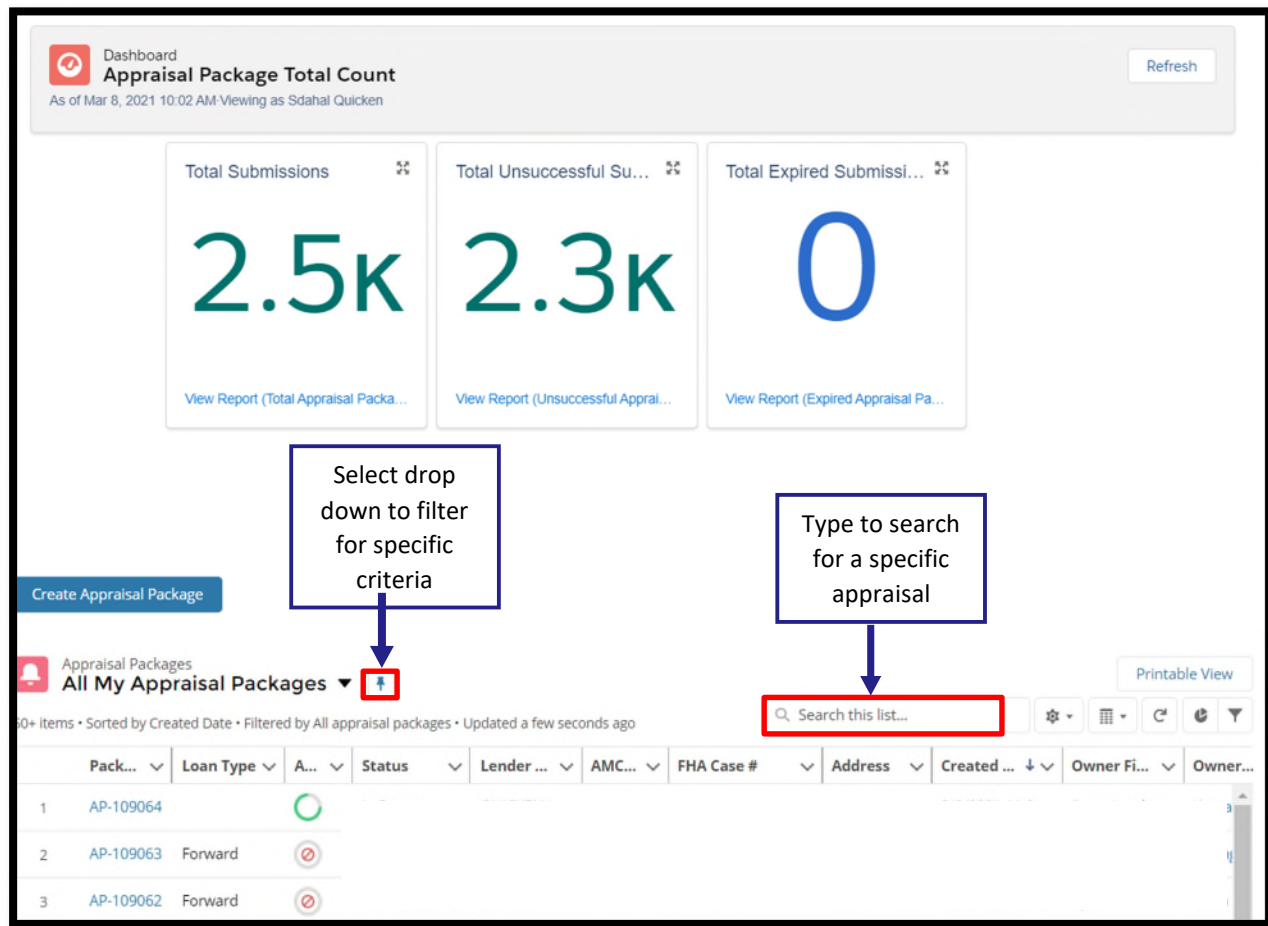


Figure 7: Appraisal Homepage List view

- The **List View** provides the user with a view of existing records in a table format with column names displayed at the top. List views are a way to sort, prioritize, and analyze records based on filtering criteria.
- Users can conduct a search within the List view Search Bar by typing in the Appraisal specific information based on the column headers. i.e. FHA Case #, Lender ID, Status, etc.



Appraisals can have different statuses. These statuses include:

- Successful – The appraisal was successful in passing FHA data checks or the override request was successful and accepted.
- Successfully transmitted appraisals will still be subject to review for compliance with FHA appraisal requirements, and mortgagees will remain responsible for ensuring the property meets FHA’s minimum property requirements and standards.
- Not Successful – The appraisal file did not pass FHA data checks and the reason can be viewed in the SSR report.
- In Progress – The appraisal is currently processing.
- Expired – The appraisal file that was uploaded to *FHA Catalyst* was uploaded expired or the appraisal has expired without an update.

**Note:** Currently Expired count is **not** populated in the *FHA Catalyst*

- Virus Scan failed – The appraisal file failed virus scanning.



Lender Users should be able to see all the appraisals submitted to on behalf of their lending institution by any user in the list view.



Once the AMC users uploads the appraisal for a lender company, the ownership of that appraisal will be transferred to the appropriate institution.

## 3.2 Global Search

Global Search, located at the top of each page, is a powerful functionality that allows a user to search for any existing record submissions currently in the portal. A user can conduct a search using partial information such as Appraiser Name, Lender Name, FHA Case # or search by Appraisal Company etc.

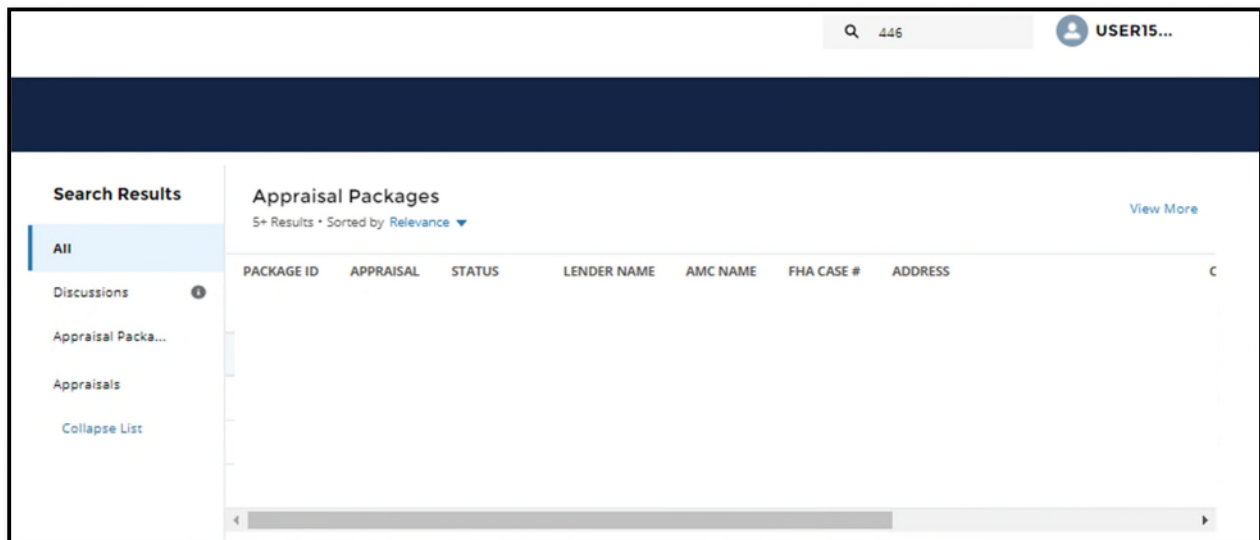


Figure 8: Global Search Bar



- i** To further refine a search when searching for appraisals, select an option from the **Refine By** menu.

**Search Results**

All

**Appraisal Packages**

50+ Results • Sorted by **Relevance** ▼

PACKAGE ID	APPRAISAL	STATUS	LENDER NAME	AMC NAME	FHA CASE #	ADDRESS
AP-000446	⊗	Not Successful				
AP-000307	⊗	Not Successful				
AP-000439	⊗	Not Successful				
AP-000576	⊗	Not Successful				
AP-000311	✓	Successful				
AP-000308	✓	Successful				
AP-000306	✓	Successful				
AP-000304	⊗	Not Successful				
AP-000232	⊗	Not Successful				
AP-000231	✓	Successful				
AP-000230	✓	Successful				
AP-000229	✓	Successful				
AP-000228	✓	Successful				
AP-000227	✓	Successful				
AP-000226	✓	Successful				
AP-000225	✓	Successful				
AP-000224	✓	Successful				
AP-000223	✓	Successful				
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AP-000004	✓	Successful				
AP-000003	✓	Successful				
AP-000002	✓	Successful				
AP-000001	✓	Successful				

**Refine By**

Package ID

Appraisal

Status

Choose...

Lender Name

AMC Name

FHA Case #

Created Date

Choose...

Owner First Name

Owner Last Name

Select to refine appraisal search criteria

Figure 9: Refine Global Search

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## 4. Appraisal Packages

Section 4 describes how a Lender creates and submits a new appraisal package. This section also includes how the users can upload a primary, secondary, and supporting documents when submitting the appraisal package for processing.

### 4.1 Creating and Submitting an Appraisal Package

1. To start an appraisal package, select the **Create Appraisal Package** button on the Appraisal Home screen.

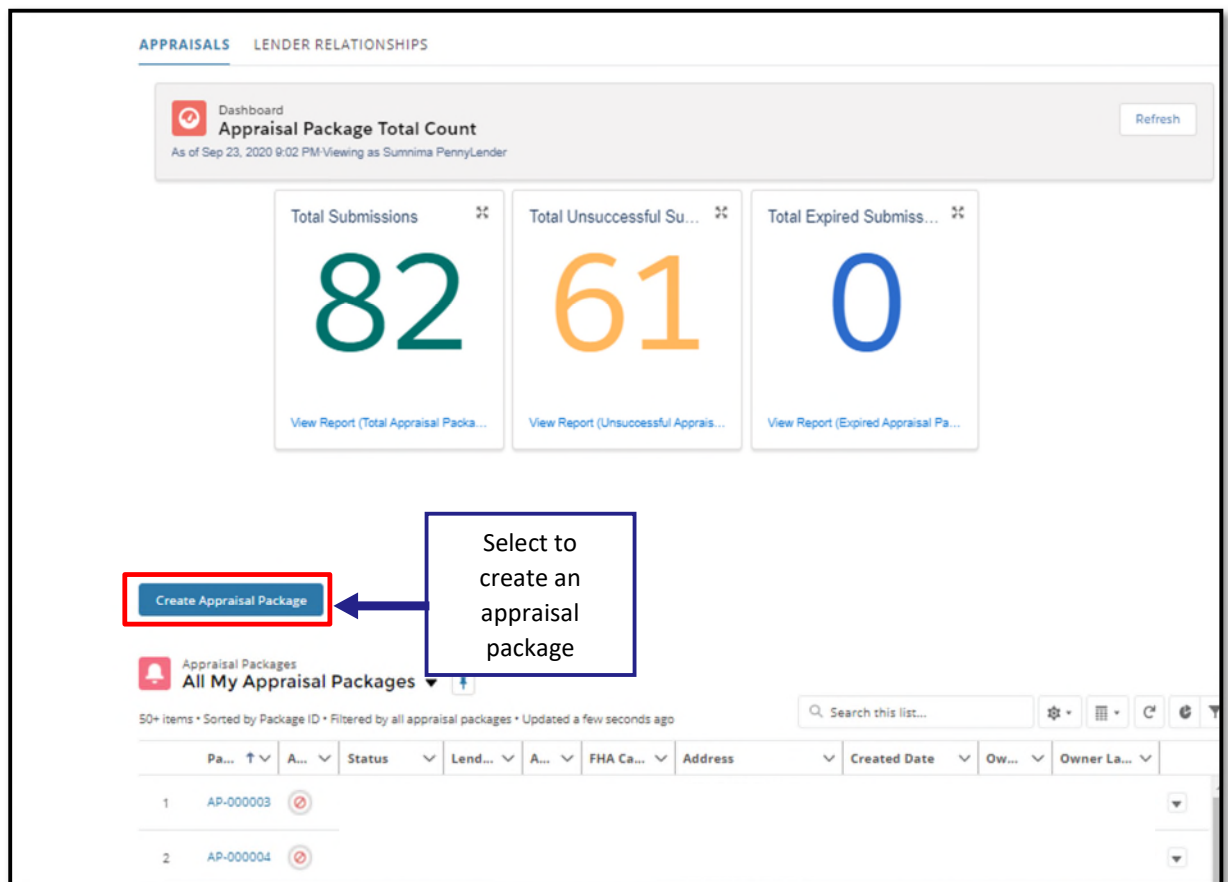


Figure 10: Home Page





- i** From there, you will navigate to a new screen where you can input information for appraisal package submission.
2. The **Lender Name** and **Lender ID** are automatically populated using the Account the user is associated with.
3. Enter the **Lender Loan Number** (15-digit limit).
4. Use the **Upload Files** button to upload an XML file. The primary appraisal must be a Uniform Residential Appraisal Report (FNMA 1004/FRE 70), Small Residential Income Property (FNMA1025/FRE 72), Individual Condominium Unit Appraisal Report (FNMA 1073 / FRE 465) Manufactured Home Appraisal Report (FNMA 1004C / FRE 70B), submitted in the appropriate MISMO format.

The screenshot displays the 'CATALYST' interface for creating an appraisal package. At the top, there's a search bar and a 'QUICK...' button. The main section is titled 'Appraisal Package Upload'. It shows 'Lender Name: QUICKEN LOANS, LLC' and 'Lender ID: 71970'. A red box highlights the '\* Lender Loan #' field, with a blue arrow pointing to it from a box labeled 'Insert Lender Loan #'. Below this are two sections: 'Primary Appraisal' and 'Secondary Appraisal'. Each section has a file upload area with an 'Upload Files' button (highlighted by a red box) and the text 'Or drop files'. A blue arrow points to the 'Upload Files' button in the Primary Appraisal section from a box labeled 'Select to upload files'. At the bottom, there are 'Cancel', 'Save And Add', and 'Submit' buttons.

**Figure 11: Create Appraisal Package Screen**

5. Select **Submit** after completing all required fields to submit your appraisal package.



The screenshot shows the CATALYST web application interface. At the top, there's a header with the CATALYST logo and a search bar. Below the header, there's a form titled 'Appraisal Package Upload'. The form has three input fields: 'Lender Name', 'Lender ID', and 'Lender Loan #'. Below these fields, there are two sections: 'Primary Appraisal' and 'Secondary Appraisal'. Each section has a file upload area with a 'Upload Files' button and a 'Or drop files' option. A callout box with the text 'Select to submit appraisal package' points to the 'Submit' button at the bottom right of the form.

Figure 12: Submitting an Appraisal Package

- A pop up will display stating the Package was created successfully.
- The home screen lists the newly created **Appraisal Package ID**. The columns display the relevant information from the appraisal package.
- The home screen **Dashboard** also displays the total count of Appraisal Package submissions.

**Note:**

- a) Select the Refresh button from the “browser” or from the dashboard next to “Appraisal Package Total Count” to update the Appraisal count.
- b) If “Refresh” is **not** done, the Appraisal count will **not** be updated.

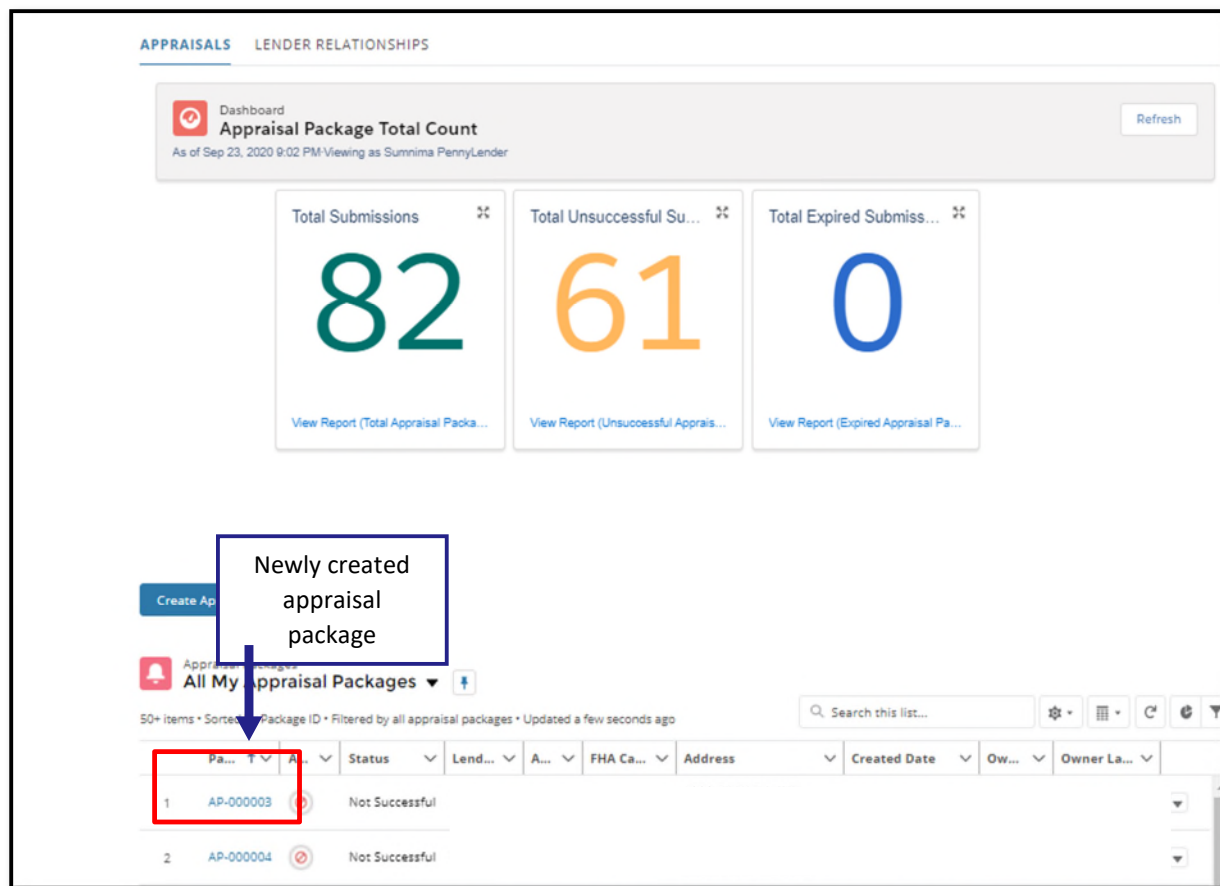


Figure 13: Home Screen List View After Submission

## 4.2 Uploading a Secondary Appraisal and Supporting Documents

On the Create Appraisal Package Screen the user has the option to upload a Secondary Appraisal and Supporting Documents for both Primary and Secondary appraisals.

- ⚠ A Supporting Document must be an Appraisal Update and/or Completion Report (Fannie Mae Form 1004D / Freddie Mac Form 442), submitted in MISMO 2.6 Errata 1 format.
- 1. Once the user has uploaded a primary appraisal, the Primary 1004D Appraisal Supporting Document section appears.
- 2. Select **Upload Files or Drop files** in the Primary 1004D Appraisal Supporting Document section to upload 1004D
- 3. To upload a secondary appraisal, select **Upload Files** in the Secondary Appraisal section.
- ⚠ To delete an appraisal or supporting documentation, select the **Trash Can** icon before submitting the documents.



The screenshot displays the 'FHA Case # Lender Loan # 1' interface. At the top, it shows 'Successful' status, 'Date Submitted: 3/5/2021 5:16 PM', 'Lender Name: C', 'Lender ID:', and 'Last Updated: 3/5/2021 5:16 PM'. A red 'SSR' icon is in the top right. The main content area is divided into sections: 'Primary Submission Info' (Form Type: FNM1004C), 'Effective Date:', 'Appraisal Purpose Type:', 'Address:', 'Appraised Value:', 'Appraisal Company:', and 'Appraiser Name / License:'. Below this is 'Primary Appraisal Corrected File' with an 'Upload Files' button. To the right is 'Secondary Appraisal' with an 'Upload Files' button. Below that is 'Secondary 1004D Appraisal Supporting Document' with an 'Upload Files' button. At the bottom is 'Primary 1004D Appraisal Supporting Document' with an 'Upload Files' button. A list of documents is shown at the bottom, including 'Test 2 -Successful Primary 1004D-Quicken.xml'. Annotations include: a blue box 'Select to upload a secondary appraisal' pointing to the 'Secondary Appraisal' section; a blue box 'Select to upload supporting documents' pointing to the 'Primary 1004D Appraisal Supporting Document' section; a blue box 'Select to delete' pointing to a trash icon next to the document list; and red boxes highlighting the 'Secondary Appraisal' and 'Primary 1004D Appraisal Supporting Document' sections.

Figure 14: Uploading multiple appraisal packages

#### 4.3 Submitting/Cancelling Multiple Appraisal Packages

1. Select the **Save and Add** button on the Create Appraisal Package screen to submit multiple Appraisal Packages.
- ❗ When a user selects the **Save and Add** button, the current Appraisal Package is submitted, and the screen is refreshed for the next Appraisal Package.



- ⚠ The user can also select the **Cancel** button afterwards if they decide not to submit multiple Appraisal Packages. The user will be taken back to the home screen to view the results of the previous submission(s).

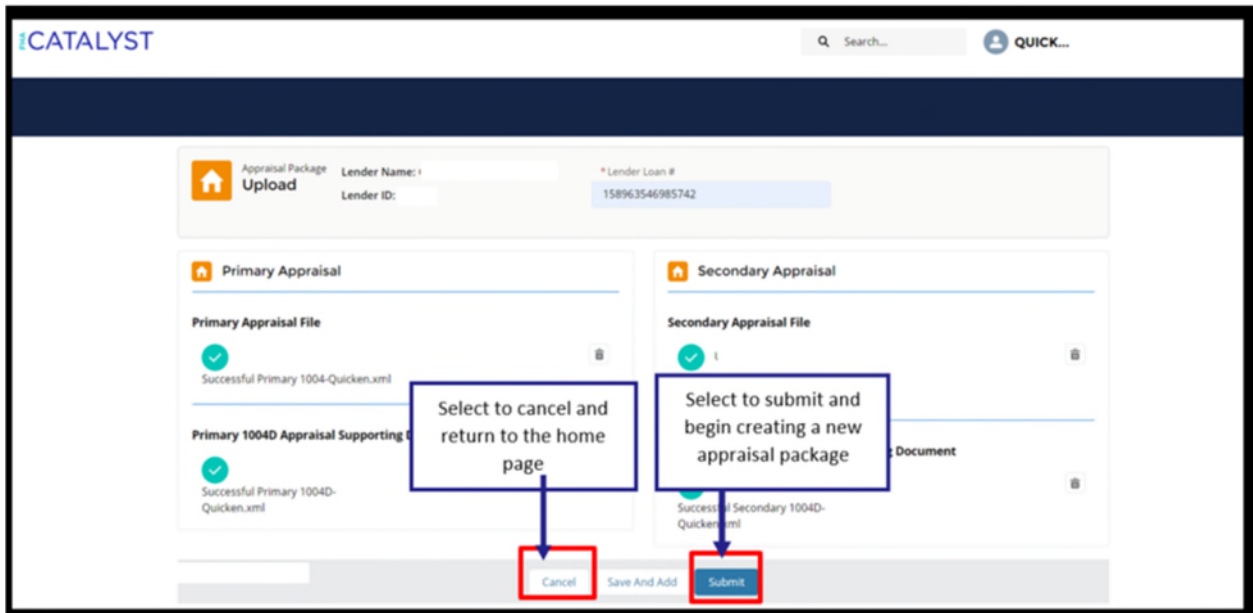


Figure 15: Submit/Cancel the request

#### 4.4 Resubmission of Primary 1004D, Secondary Appraisal and Secondary 1004D after creating Primary Appraisal

If the users have already created Primary Appraisal, they have the capability to upload Primary 1004D, Secondary or Secondary 1004D without uploading Primary Appraisal again.

**Note:**

- User **cannot** upload Primary 100D or Secondary Appraisal without uploading Primary.
- User **cannot** upload Secondary 1004D without uploading Secondary Appraisal.

**Steps:**

1. User creates the Primary Appraisal Package only from the Home Page.
2. Once the Appraisal has been created, user clicks on Package ID from the Home Page under the list view.
3. User clicks on **Upload Files** under Primary 1004D Appraisal Supporting Document as shown below.
4. User clicks on **Upload Files** under Secondary Appraisal as shown below.
5. User clicks on **Upload Files** under Secondary 1004D Appraisal Supporting Document as shown below.



The screenshot shows the FHA Case # submission interface. At the top, there is a 'Successful' status indicator. Below it, the 'FHA Case #' and 'Lender Loan #' are displayed. The 'Date Submitted' is 3/5/2021 5:16 PM, and the 'Last Updated' is 3/5/2021 5:16 PM. The 'Lender Name' and 'Lender ID' fields are visible. The 'Loan Type' is set to 'e'. The interface is divided into four main sections: 'Primary Submission Info', 'Secondary Appraisal', 'Primary 1004D Appraisal Supporting Document', and 'Secondary 1004D Appraisal Supporting Document'. Each section has an 'Upload Files' button highlighted by a red box. The 'Primary Submission Info' section also includes fields for 'Form Type' (FNM1004C), 'Effective Date', 'Appraisal Purpose Type', 'Address', 'Appraised Value', 'Appraisal Company', and 'Appraiser Name / License'.

Figure 16: Submission of Multiple Packages

- Once the user uploads all three documents (Primary 1004D, Secondary Appraisal and Secondary 1004D), user clicks on "Submit" button.
- User gets a message in green on top of the page that says **"The appraisal has been uploaded successfully"** as shown below and the results can be viewed in the "SSR report"



The screenshot displays a web interface for uploading appraisal documents. At the top, a green notification banner states: "The appraisal has been uploaded successfully. Results can be viewed in the SSR report." Below this, the interface is divided into sections for "Primary Appraisal Corrected File" and "Secondary Appraisal Corrected File". Each section contains a list of supporting documents, such as "Test 2- Successful Primary 1004D-Quicken.xml" and "Test 2- Successful Secondary 1004D-Quicken.xml", each with a green checkmark icon. At the bottom right, the "Submit" button is highlighted with a red rectangular box, while the "Cancel" button is to its left.

Figure 17: Successful upload message

#### 4.5 Resubmission of Secondary 1004D without creating Secondary Appraisal

A Primary Appraisal Package must already exist for this scenario.

1. Once the Appraisal has been created, user clicks on Package ID from the Home Page under the List view
2. User clicks on Upload Files under Secondary 1004D Appraisal Supporting Document and gets an error message on top of the screen as shown below in red text:

**Note:** Users **cannot** upload the Secondary 1004D document if the Secondary Appraisal has **not** been created.



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Secondary Appraisal required before uploading 1004D supporting documents

Successful

FHA Case #

Lender Loan # 1

Date Submitted: 3/5/2021 9:47 AM

Loan Type: Forward Mortgage

Lender Name:

Lender ID:

Last Updated: 3/5/2021 9:47 AM

SSR

Primary Submission Info

Form Type: FNM1004

Effective Date:

Appraisal Purpose Type:

Address:

Appraised Value:

Appraisal Company:

Appraiser Name / License:

Primary Appraisal Corrected File

Upload Files Or drop files

Secondary Appraisal

Upload Files Or drop files

Secondary 1004D Appraisal Supporting Document

Secondary 1004D Appraisal Supporting Document

Test 2- Successful Secondary 1004D- Quicken.xml

Primary 1004D Appraisal Supporting Document

Figure 18: Error Message

## 4.6 Submission Error Conditions Overrides

Users can provide Manual Overrides to resolve messages that indicate possible appraisal data and appraisal requirement discrepancies that lenders may need to address, but do not need to be corrected for transmission to FHA to be successful. The User has the choice of 3 manual overrides:

- Appraised Value Less Than \$5000
- Unknown Subject Address (based on USPS Address Validation)
- Appraiser not on FHA Appraiser Roster

**Note:** User can do manual overrides **only** on **Unsuccessful submissions**

### Steps:

1. To apply a manual override, select the drop down under the current override request reason (bulleted above)





2. To add a comment for justification, select **Other (seem comments)** from the drop-down menu.

The screenshot displays the 'FHA Cas Lender Loan #' form. At the top, it shows 'Not Successful' status, 'Date Submitted: 3/8/2021 2:22 AM', and 'Last Updated: 3/8/2021 2:22 AM'. A '1 Hard Stop' warning icon is present. The form is divided into three main sections: 'Primary Submission Info', 'Secondary Appraisal', and 'Override Request'. The 'Primary Submission Info' section includes fields for 'Form Type: FNM1004C', 'Effective Date:', 'Appraisal Purpose Type:', 'Address:', 'Appraised Value:', 'Appraisal Company:', and 'Appraiser Name / License:'. The 'Secondary Appraisal' section has an 'Upload Files' button. The 'Override Request' section shows a message 'Appraised value is less than \$5000' and a 'Select Override' dropdown menu. The dropdown menu is open, showing options: 'Value is correct and validated by lender' and 'Other (see comments)'. A red box highlights the 'Other (see comments)' option, and a blue arrow points to it. A text box with the instruction 'Select arrows to view override options' is also visible.

Figure 19: Manual Override Options

- ⚠ Manual override requests are submitted together with the appraisal package, automatically approved and taken into consideration when generating the SSR report.
- ⚠ To request an override for an existing appraisal package, fill out the override request and then select **Submit**.
- ❗ Please see Appendix A for a full list of Error/Hard Stop conditions.
- ❗ System checks against FHA appraisal reports and data policy may result in hard stops that cannot be manually overridden. These “Non-Overridable” hard stops result from messages that indicate appraisal data or appraisal form requirement errors that must be resolved before the submission can be successfully submitted to FHA.

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## 5. Manage Appraisal Packages

### 5.1 View Manage Appraisal Package Screen

After submitting an Appraisal Package, the home screen provides a list view of all the submissions owned by the user.

1. Select the **Package ID** link from the list view to open the Manage Appraisal Package Screen.

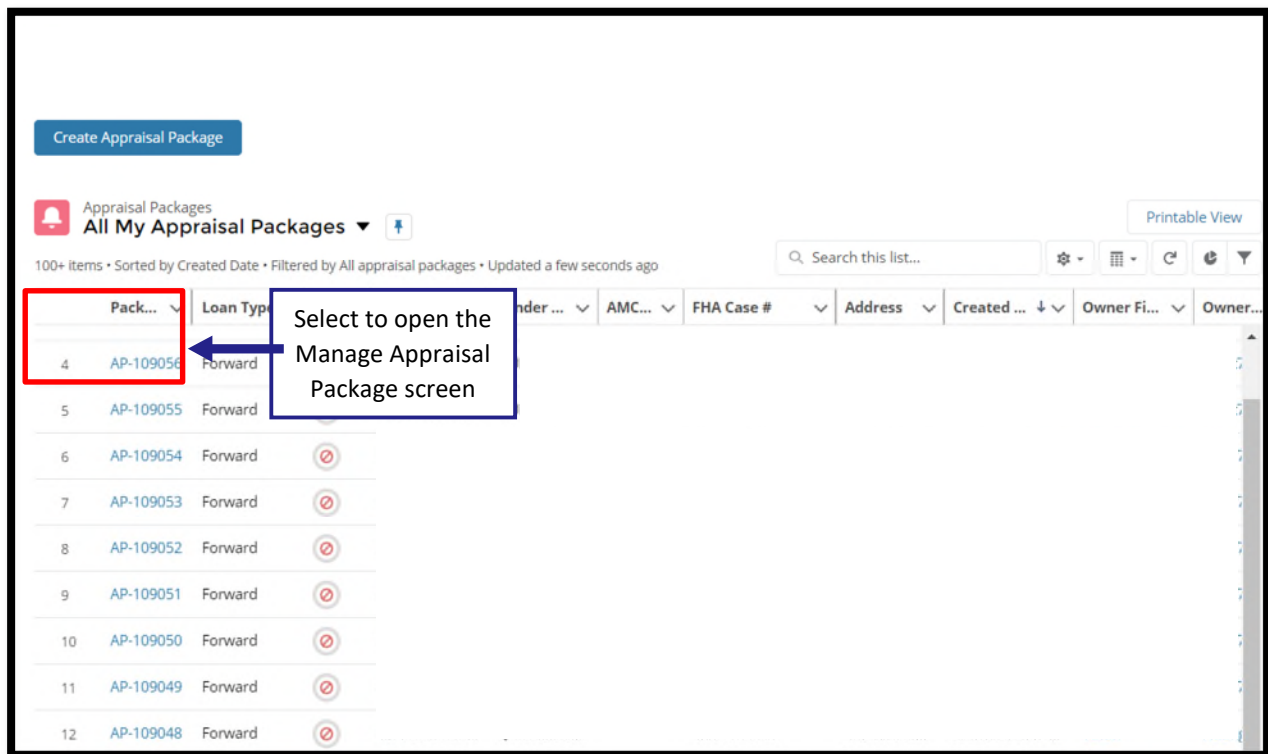


Figure 20: Package ID Link

- The Manage Appraisal Package Screen will be displayed with the appraisal package Status, Appraisal Details, downloadable versions of the appraisal in both PDF and XML format, the Submission Summary Report (SSR), and Submission History.



The screenshot displays the 'Manage Appraisal Package' interface. At the top, a green checkmark icon is labeled 'Successful' with a callout box 'Package status'. To the right, a document icon with 'SSR' and a download arrow is labeled 'SSR report' with a callout box. Below these, a callout box 'Appraisal details' points to a red-bordered area containing 'KML' and 'PDF' file icons. The main form area includes fields for 'FHA Case #', 'Lender Loan #', 'Lender Name', 'Lender ID', 'Date Submitted', and 'Last Updated'. Below these are sections for 'Form Type: FNM1004', 'Effective Date', 'Appraisal Purpose Type', 'Address', 'Appraised Value', 'Appraisal Company', and 'Appraiser Name / License'. There are three 'Upload Files' buttons with 'Or drop files' text: one for 'Primary Appraisal Corrected File', one for 'Secondary Appraisal', and one for 'Primary 1004D Appraisal Supporting Document'. At the bottom right are 'Cancel' and 'Submit' buttons.

Figure 21: Manage Appraisal Package Screen

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## 5.2 View Loan Type Field

Users can view the Loan Type Field in two different places in the *FHA Catalyst*. Loan Type can be of two categories.

- Forward
- Reverse



**First place** where users can view the Loan Type field is under **List View** of the home page as shown below:

	Pack...	Loan Type	A...	Status	Lender ...	AMC...	FHA Case #	Address	Created ...	Owner Fi...	Owner.
1	AP-109060	Forward									
2	AP-109059	Forward									
3	AP-109058	Forward									

Figure 22: View Loan Type in List View

**Second place** where users can view Loan Type field is under **Details section** of Manage Appraisal Page as shown below:

**Successful** **FHA Case #**  **Lender Name:**   
**Lender Loan #**  **Lender ID:**   
Date Submitted: 3/5/2021 9:47 AM Last Updated: 3/5/2021 9:47 AM  
**Loan Type: Forward Mortgage**

**Primary Submission Info** **Form Type:** FNM1004

Effective Date:  
Appraisal Purpose Type:  
Address:  
Appraised Value:  
Appraisal Company:  
Appraiser Name / License:

Primary Appraisal Corrected File  
 Or drop files

**Secondary Appraisal**  
 Or drop files

**Secondary 1004D Appraisal Supporting Document**  
 Or drop files

Figure 23: View Loan Type in Manage Appraisal Page



### 5.3 Submission Summary Report (SSR)

The Submission Summary Report is located on the top right of the Manage Appraisal Package Screen. The SSR Report provides all Hard Stops, Compliance messages and Fatal errors for the submitted Appraisal Package.

1. Select the SSR Report Icon Link to download the report.
2. Open the SSR Report once the download completes to view it.

Submission Summary Report (SSR)			
Package ID			
Appraisal Status (FHA)	Successful	Original Submitted Report Date	06/23/2020 20:51:54 UTC
Lender ID		Latest Submitted Report Date	07/10/2020 17:03:52 UTC
Lender Name		Number of Submissions	
Lender Loan Number	158963546985742	FHA Case Number	1

Primary Appraisal			
Document Status	Successful	Appraiser	
Form Type	FNM1025	Appraised Value	\$430,000
Subject Address			
Borrower Name		Date of Appraisal	06/12/2020
<b>Comps</b>	<b>Comp Address</b>	<b>Adjusted Sale Price</b>	
Comp 1		\$466,110	
Comp 2		\$411,000	
Comp 3		\$405,450	
Comp 4		\$465,000	
Comp 5		\$412,210	
Comp 6		\$480,230	

FHA Hard Stops		
Message ID	Hard Stop Description	Override Request Reason

Compliance Messages				
Message ID	Form Section	Form Field Name	Full Message Description	Severity

Figure 24: Submission Summary Report PDF



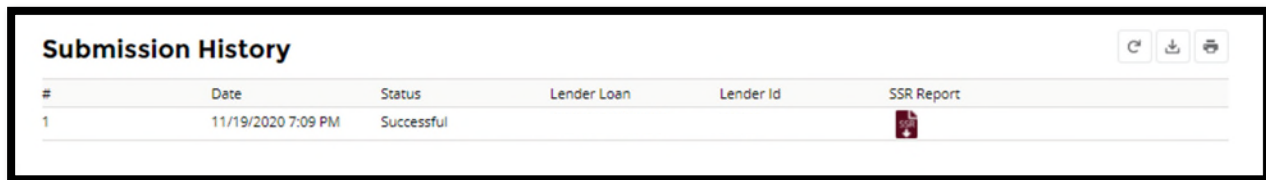
## 5.4 Appraisal Submission History

The Appraisal Submission History allows the user to see the number of resubmissions on the same appraisal package.



A user can also:

- Download the entire Appraisal Package Submission History
- Print the Appraisal Package Submission History table
- Download individual SSR reports for each entry




#	Date	Status	Lender Loan	Lender Id	SSR Report
1	11/19/2020 7:09 PM	Successful			

Figure 25: Appraisal Submission History

## 5.5 Deleting Primary 1004D, Secondary and Secondary 1004D

Once the user submits Primary 1004D, Secondary and Secondary 1004D, users have an option to delete all these documents from Manage Appraisal Page.

1. User creates an Appraisal Package that has all the documents like Primary, Primary 1004D, Secondary and Secondary 1004D
2. User clicks on Package ID from the list view in the homepage that has all the above four documents.
3. User will be then in the “Manage Appraisal Page”.
4. User clicks on the icon of Primary 1004D (either XML or PDF) and will see the below window popup:



**FHA Case #** [redacted] **Lender Name:** [redacted]  
**Lender Loan #** 1 **Lender ID:** [redacted]  
Date Submitted: 3/7/2021 10:55 AM Last Updated: 3/7/2021 10:55 AM  
Loan Type: [redacted]

**Primary Submission Info** Form Type: FNM1004  
Effective Date:  
Appraisal Purpose Type:  
Address:  
Appraised Value:  
Appraisal Company:  
Appraiser Name / License:

**Secondary Submission Info** Form Type: FNM1004D  
Effective Date:  
Appraisal Purpose Type:  
Address:  
Appraised Value:  
Appraisal Company:  
Appraiser Name / License:

**Override Request**  
Appraised value is less than \$5000  
Select Override [dropdown]  
Comment [text area]  
Unknown subject address  
Select Override [dropdown]  
Comment [text area]  
Appraiser must be on the

Click on any of these two icons to delete Primary 1004D

Figure 26: Click Primary 1004D Icon

- Once the icon is clicked, user will receive a window pop-up that says “Would you like to Download or Delete this file”? as shown below.

**FHA Case #** 446-4740681 **Lender Name:** QUICKEN LOANS, LLC  
**Lender Loan #** 158963546985742 **Lender ID:** 71970  
Date Submitted: 3/7/2021 10:55 AM Last Updated: 3/7/2021 10:55 AM  
Loan Type: Forward Mortgage

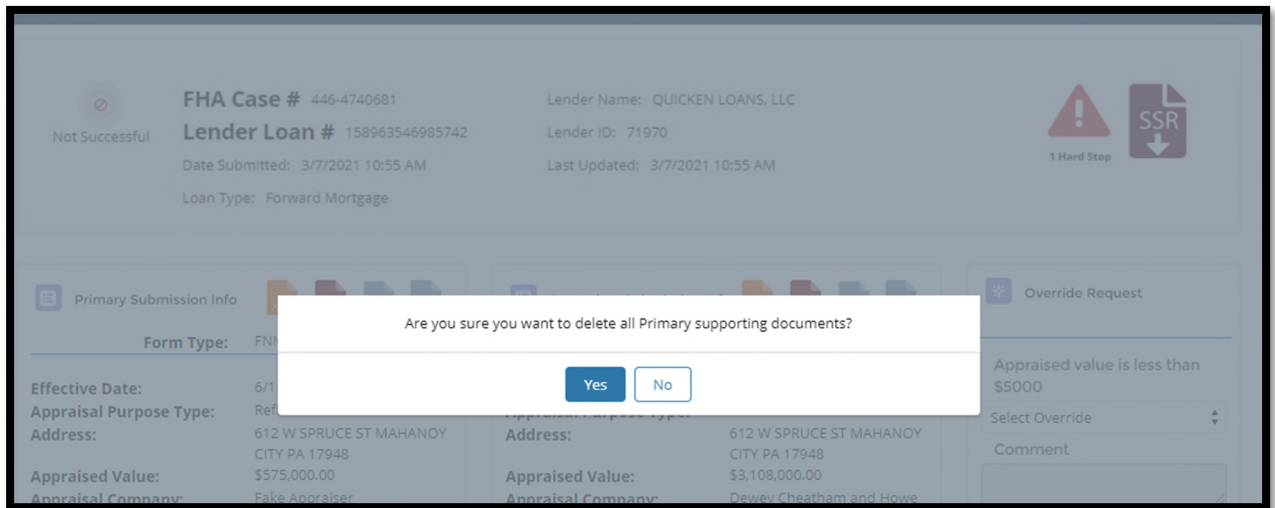
**Would you like to Download or Delete this file ?**  
Delete Download

Address: 612 W SPRUCE ST MAHANOA CITY PA 17045

Figure 27: Delete or Download Window



6. User clicks on Delete button which will bring another window asking for confirmation that says, “Are you sure you want to delete all Primary supporting documents”? as shown below.



**Figure 28: Delete Window Confirmation**

7. Click on “Yes” and refresh the page from the browser. User will notice that Primary 1004D has been deleted now.

**Note:**

- a) Following the same above steps, users **can** delete both Secondary and Secondary 1004D.
- b) If the user **selects** to delete Secondary Appraisal, system will **automatically delete** Secondary 1004D associated with Secondary Appraisal.
- c) If the user wants to delete only Secondary 1004D, user **need to** select the icon of Secondary 1004D and click on Delete. This way only Secondary 1004D will be deleted.





## 5.6 View Reports

**i** Lender users can view reports on Appraisal packages within Salesforce.

Available types of reports to view are:

1. Total Appraisal Packages
2. Unsuccessful Appraisal Packages

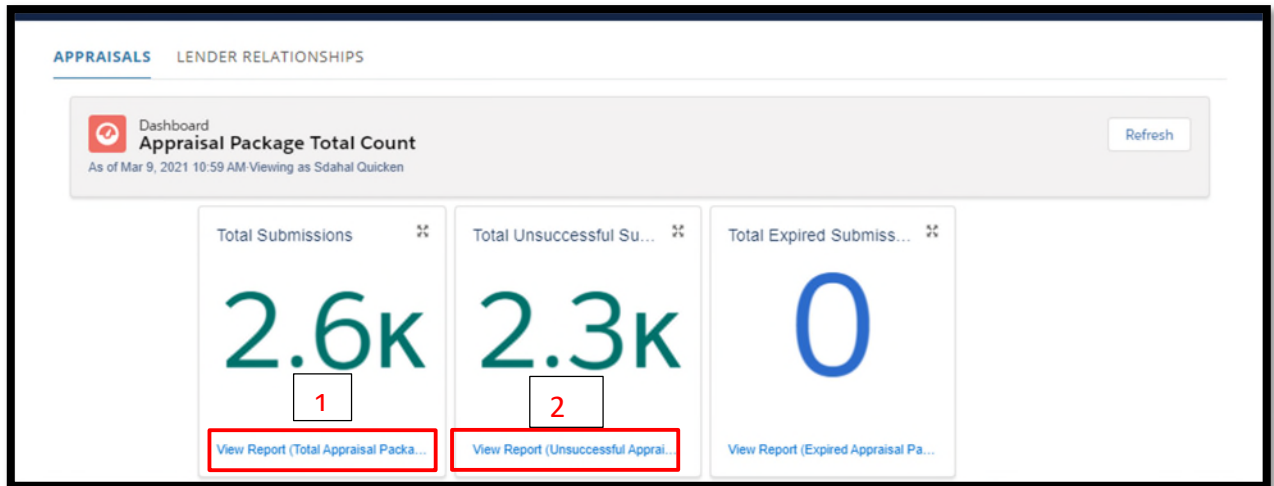


Figure 29: View Report Link

To view a report, click on the report name e.g., **Total Appraisal Packages** which will take the users to the below page:

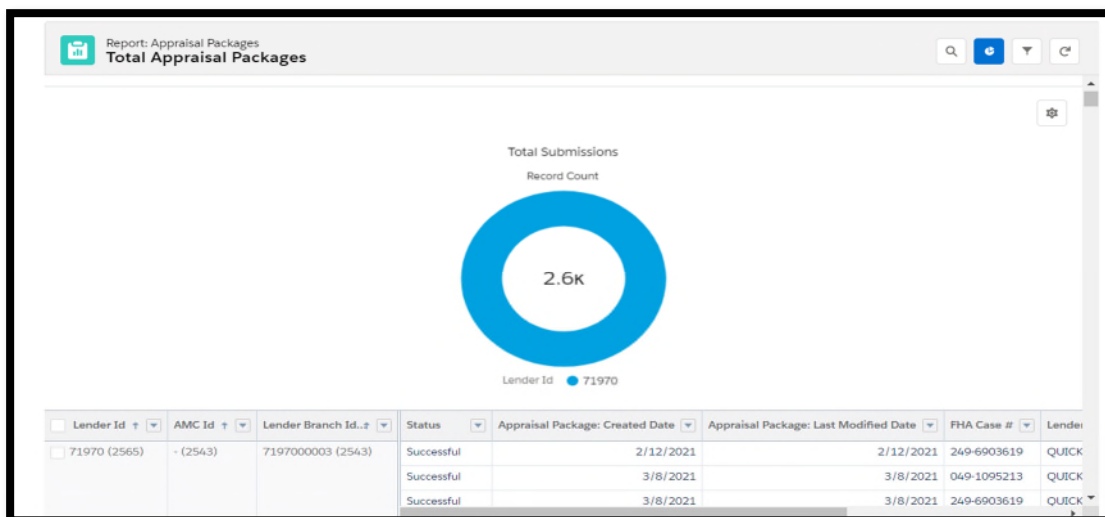



Figure 30: View Detail report

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## 6. Managing Relationships

 Lender Admins can **only** manage the relationship with Appraisal Management Companies from the Lender Relationships tab.

### 6.1 Creating the Relationship:

1. Select the **Lender Relationships** tab.
2. Select **New** located at the top right of the page.

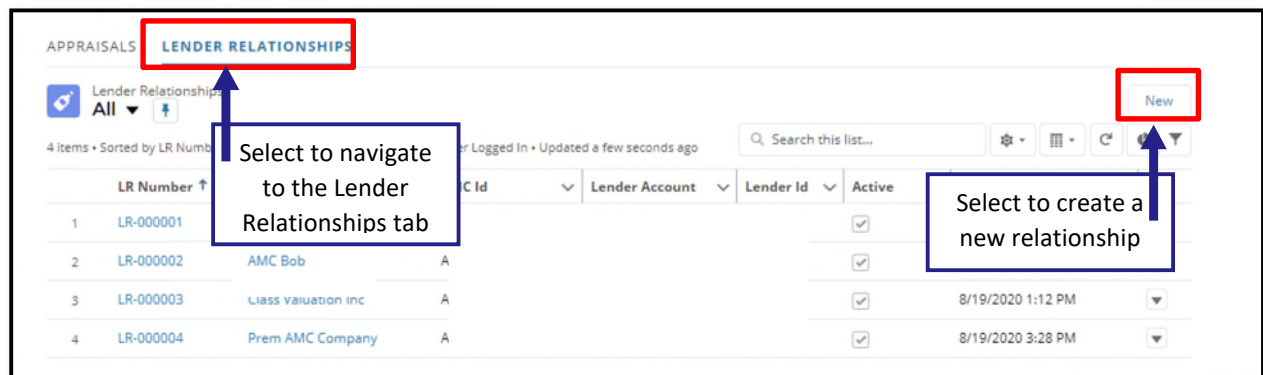


Figure 31: Creating Relationship with AMC

3. Enter the AMC name
4. Select **Save** to establish the relationship between Lender and the AMC Company



**New Lender Relationship**

**Information**

LR Number

Owner

Lender Account

Active ☒

Appraiser Account

Search Accounts...

Type

Appraiser

Enter AMC name

Select to save

Cancel Save & New Save

Figure 32: New Lender Relationship Screen

## 6.2 Deactivating AMC Users

1. Select the record of the AMC Company that a user wants to break the relationship with.
2. Select **Edit** on the right side of the screen

**Lender Relationship**  
LR-000001

**DETAILS** RELATED

LR Number

Lender Account

Appraiser Account  
PreetiAMC

Type  
Appraiser

Created By

Owner  
C...ti

Lender Id  
7...

AMC Id

Active  
☒

Last Modified By  
Sumnima QuickenLender,  
8/20/2020 10:56 AM

New Note Edit

Chatter isn't enabled or the user doesn't have Chatter access.

Select to edit

Figure 33: New Lender Relationship Screen



3. Select the checked box under Active to uncheck the box.
  4. Select **Save**
- i** The selected AMC is now deactivated, meaning there is no relationship between the Lender Company and the AMC.

**Edit LR-000001**

LR Number: LR-000001

Owner: QuickenPreeti

Lender Account: Quicken Loans

Lender Id: /19/U

Appraiser Account: [Dropdown menu]

AMC Id: AMC-0000003

Type: Appraiser

Created By: QuickenPreeti, 8/19/2020 11:36 AM

Last Modified By: Sumnima QuickenLender, 8/20/2020 10:36 AM

Active: ☒

Buttons: Cancel, Save & New, Save

Figure 34: Edit Screen

APPRAISALS **LENDER RELATIONSHIPS**

Lender Relationships

All

4 Items • Sorted by LR Number • Filtered by all lender relationships • User Logged In • Updated a few seconds ago

Search this list...

	LR Number ↑	Appraiser Account	AMC Id ↑	Lender Account	Lender Id	Active	Created Date
1	LR-000001					<input checked="" type="checkbox"/>	8/19/2020 11:36 AM
2	LR-000002					<input type="checkbox"/>	8/19/2020 1:11 PM
3	LR-000003					<input type="checkbox"/>	8/19/2020 1:12 PM
4	LR-000004					<input type="checkbox"/>	8/19/2020 3:28 PM

Figure 35: Relationship Deactivated



### 6.3 Activating AMC Relationship:

1. Select the **Edit** on the right side of the screen

The screenshot shows the 'Lender Relationship' edit screen for LR-000001. The page has a header with the HUD logo and the title 'Lender Relationship LR-000001'. On the right, there are two buttons: 'New Note' and 'Edit', with the 'Edit' button highlighted by a red box. Below the header, there are two tabs: 'DETAILS' and 'RELATED'. The 'DETAILS' tab is active, showing a form with fields for 'LR Number' (LR-000001), 'Lender Account', 'Appraiser Account', 'Type' (Appraiser), 'Created By', 'Owner', 'Lender Id' (7), 'AMC Id' (A), 'Active' (checkbox), and 'Last Modified By' (8/20/2020 4:44 PM). A blue box with an arrow points to the 'Edit' button, with the text 'Select to edit' inside.

Figure 36: Edit Screen

2. Select the **Active** button and selects **Save**.
3. The selected AMC Company is activated meaning the relationship is tied between the Lender Company and the AMC Company.



**Edit LR-000001**

LR Number LR-000001	Owner .....
Lender Account .....	Lender Id .....
Appraiser Account <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"><div style="background-color: #007bff; color: white; padding: 2px 5px;">fa</div><div style="flex-grow: 1; border-bottom: 1px solid #ccc;"></div><div style="margin-left: 5px;">×</div></div>	AMC Id .....
Type <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"><div style="background-color: #007bff; color: white; padding: 2px 5px;">Appraiser</div><div style="margin-left: 5px;">▼</div></div>	<div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"><div style="border: 2px solid red; padding: 2px;"><div style="background-color: #007bff; color: white; padding: 2px 5px;">Active</div><div style="margin-left: 5px;"><input checked="" type="checkbox"/></div></div><div style="margin-left: 10px;">Select to uncheck the Active box</div></div>
Created By .....	Last Modified By .....

Save

Select to Save

**Figure 37: Activate Relationship**

**❗ Features not mentioned in this user guide are currently not supported.**

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## 7. Troubleshooting/FAQs

### 7.1 Issues Uploading Appraisal Documents

**Question** - As a Lender User, when I try to create a new “Appraisal Package” and attempt to upload a file, I get a “File cannot be uploaded” error notification in red.

**Answer** - This issue could be caused by a corporate VPN network that the user is connected to, which is blocking access to API URLs used in the application. Please email [fhacatalyst@hud.gov](mailto:fhacatalyst@hud.gov) describing the problem. Please include screenshots of the error seen in the application.

### 7.2 Issues with Downloading Appraisal Documents

**Question** - As a user, I am unable to download the Appraisal Package document and get an error when attempting to do so.

**Answer** - Please disable any Ad Blocker software in Google Chrome or Microsoft Edge.

- Lender Users- Add <https://fha-gateway.force.com/hudpdeform/s/login/> as a trusted site for the Ad blocker to disable it.

Once the Ad Blocker is disabled, please re-try to download and open the file.

If the above suggestions do not resolve the problem, please email [answers@hud.gov](mailto:answers@hud.gov) describing the problem. Please include screenshots of the error seen in the application.

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## 8. Appendix

### 8.1 Appendix A – FHA Catalyst Hard Stops

Hard Stop Code	Hard Stop Description / Output Message	Override
100	Appraised value is missing or provided in an invalid format	N
101	Appraised value is less than \$5,000	Y
102	Appraised value is less than or equal to \$0	N
200	Missing appraiser certification information	N
300	Missing subject address	N
302	Unknown subject address	Y
401	UAD compliance check failure (one or more fatal)	N
9000	Invalid submission: File too large	N
9000	Document Not Found	N
9000	Appraisal Form Type must be given	N
9001	This form type is not currently supported	N
9001	Appraisal data in invalid format: Appraisal file could not be parsed as XML	N
9001	Appraisal data in invalid format: XSD check failure	N
9003	PDF not included in XML submission	N
9005	Form 1004D/442 is not valid for a primary or secondary appraisal. It must be uploaded as a supporting document.	N
FHA201	Appraiser must be on the FHA Appraiser Roster	Y
FHA202	Appraiser must have a valid certification in the state where the property resides	N
FHA203	Appraiser certification was not active as of the appraisal effective date	N





FHA204	Appraiser certification was terminated as of the appraisal effective date	N
FHA205	Appraiser was ineligible as of the appraisal effective date	N
FHA210	Appraisal contains supervisory appraiser information	N
FHA304	Subject address does not match primary appraisal	N
FHA3100	For purchase transaction, Date of Contract must be provided	N
FHA3105	For purchase transaction, Contract Price must be provided	N
FHA3200	Location must be provided	N
FHA3205	Sum of all land uses must be at least 1% but not greater than 100%	N
FHA3210	Neighborhood Predominant Price must be provided	N
FHA3300	Site Area must be greater than "0" unless under condominium ownership	N
FHA3700	At least one of "as is," "subject to completion," "subject to the following repairs" or "subject to the following required inspection" must be selected. If "as is" is selected, no other value may be selected.	N
FHA4000	Subject property market value decline indicator must be provided	N
FHA4001	Appraisal Update indicates that the market value of the subject property has declined in value	N
FHA4100	Form purpose of update and/or completion must be provided	N
FHA4200	Effective Date of Appraisal must be provided	N
FHA4205	Effective Date of Appraisal Update must be provided	N
FHA4210	Appraisal effective date shows that the appraisal is expired	N
FHA500	FHA Case Number is missing or provided in an invalid format	N
FHA5000	Building Status must be provided	N
FHA5005	Year Built must be provided	N
FHA501	FHA Case Number does not match primary appraisal	N
FHA5010	Effective Age must be provided	N



FHA5015	Improvement Type must be provided; only one of "Detached," "Attached" or "Semi-Detached/End Unit" must be selected	N
FHA5016	Project Description must be provided; only one of "Detached," "Row or Townhouse," "Garden," "Mid-Rise," "High-Rise" or "Other" must be selected	N
FHA502	FHA Case Number on appraisal is cancelled or not found	N
FHA503	FHA Case number assigned to property does not match subject address	N
FHA504	FHA Case Number on appraisal is not assigned to lender	N
FHA505	FHA Case Number assigned to property does not match subject address state	N
FHA5100	Foundation Type must be provided; at least one value must be selected	N
FHA5200	Car Storage Type must be provided; at least one option (or "None") must be selected	N
FHA5400	Number of rooms must be provided as a whole number greater than or equal to 0	N
FHA5401	Number of rooms must be greater than or equal to the number of bedrooms	N
FHA5405	Number of bedrooms must be provided as a whole number greater than or equal to 0	N
FHA5410	Number of bathrooms must be provided and must be greater than or equal to 0	N
FHA6000	A transfer in the past 3 years was indicated; the Price of Prior Sale/Transfer must be provided and greater than or equal to 0	N
FHA6005	Gross Living Area must be provided and must be greater than 0	N